
CORPORATE DATA CENTER OPERATIONS



INFORMATION TECHNOLOGY SERVICES

Service Planning and
Architecture

Security Services

Service Management

Service Hosting and
Monitoring

A Customer-Proven IT Services Provider

Authorized Under the Government Management Reform Act

Our Philosophy

CDCO is customer-centric. Service is our business.

We partner with customers to ensure the realization of their operational needs and goals. Our continued success depends on providing the best solutions as efficiently and as economically as possible, to meet our customers' needs.

To foster this partnership, CDCO maintains close communication with our customers via Program Managers who oversee the daily operations of multiple systems and via Project Managers who focus on initiatives designed to provide specific, new functionality.

CDCO conducts regular customer surveys, not only to measure past performance, but also to improve future performance. Functional and cross-functional teams also assess their own performance and incorporate ideas for improvement into future activities. This process—continuous performance improvement—is integrated into every service at CDCO.

Offering the Complete Range of IT Services and Systems

What We Do

Corporate Data Center Operations (CDCO) is a franchise fund, fee-for-service provider of Information Technology services for federal agencies.

Service Planning and Architecture

Requirements gathering, solution design, and implementation of physical and virtual solutions.

Security Services

Certification and Accreditation of systems, data encryption, and data vaulting.

Service Management

ITIL-based Change Management, Configuration Management, Incident Management and Problem Management processes in place.

Service Hosting and Monitoring

System hosting, system backups, system and data security, capacity planning, and on-site 24 x 7 system monitoring.

Business Continuity and Recovery

Continuation of operations planning, disaster recovery planning and testing.

Application Management

CDCO administers approximately 200 complex IT applications that support medical care, financial payments, benefits, record-keeping, and research programs.

Managed Hosting Services

CDCO hosts and manages over 1800 servers for multiple government agencies.

Managed hosting experience includes Windows Server, SUSE Linux Enterprise, FreeBSD Enterprise, Dedicated E-mail, Web Load Balancing, Oracle 10+ Application Server and Database, ZLinux on IBM Virtualization, SUN Solaris Server, VMWare ESX Virtualization, Red Hat Enterprise, Exchange Server 2007, SQL Server 2005 Cluster, SAN storage (all types), IBM Mainframe, HP-UX Server, and SUN Solaris Virtualization.

Dedicated Server Hosting

CDCO also offers Web, VMWare ESX, Mainframe, UNIX (all types), database, application, Windows, and middleware hosting services.

Cloud Computing

Cloud computing and OS virtualization are realities at CDCO. These technologies maximize resources, space, and time for system expansion and upgrades.

State-of-the-art tools and experienced, skilled staff provide infrastructure services that are highly scalable, reliable, and secure.



Providing System Security and Information Assurance

Technical Security

Highly-skilled, comprehensive support for network, applications, Windows, UNIX, database, and main-frame security processes, including centralized logging, automated alerting for security violations, and database scanning.

System Access Management

Reliable, customer-oriented user provisioning; report generation; and access problem resolution for main-frame and open systems.

Information Assurance

Expert support for adherence to FISMA, NIST, Privacy Act, OMB, and VA and Federal guidance.

About Us

CDCO is aligned under the VA Office of Information and Technology as a single data center with four campuses and a record center and vault:

- Austin IT Center, Austin, TX
- Hines IT Center, Chicago, IL
- Philadelphia IT Center, Philadelphia, PA
- Capital Regional Data Center, Falling Waters, WV
- Record Center and Vault, Neosho, MI

All campuses are managed by an Executive Director, who is based at the Austin Information Technology Center (AITC).



Certification and Accreditation (C&A)

C&A Support Services for the development of NIST-compliant security artifacts, continuous monitoring, compliance support, and audit support.



Our Process

At CDCO, Customer requirements and priorities guide Service Delivery, from inception to implementation.

1. Analysis—We gather information about your business and its requirements.
2. Planning—We create a dedicated project team with representatives from all Service Delivery areas to assess tasks and timeline.
3. Solution Design—Based on careful assessment of your requirements, we develop a detailed solution design.
4. Solution Creation—We assist in development of the solution, establish the platform, and ensure that environmental and security controls are in place.
5. Solution Test and Training—We test the release candidate in a pre-production setting to ensure that the solution is fully operational and functional and we provide training for users and administrators.
6. Solution Validation—Together, we confirm that the solution meets the requirements and we obtain your approval to implement it in the production environment.
7. Solution Support—We provide on-going technical support.

*It's easy to do
business with us*

CDCO is a Franchise Fund Organization, pre-authorized to do business with you. We are a comprehensive IT Services Enterprise Center for federal agencies. We do not receive direct Federal appropriations. Instead, we operate on a fee-for-service basis, as authorized under the Government Management Reform Act of 1994.

CDCO
1615 Woodward Ave.
Austin, Texas 78772
512-326-6005
www.CDCO.va.gov
(Click CDCO-Austin).
CDCO@va.gov

Combining the Best of the Public and Private Sectors

Our Unique Approach

Within CDCO organization, Austin IT Center and Records Center and Vault are franchise fund operations. They offer IT products and services to other federal agencies on a full cost-recovery basis.

This unique combination of private-industry competitiveness and public-sector experience provides the best and most economical IT services to our customers.



Certifications

CDCO is staffed by teams of highly skilled people with of industry-recognized business certifications, including:

- Project Management Professional
- ITIL Practitioner
- CISSP, CISA, CAP, GSEC, GCIA, GCIH, GCWN, Security+, Network+, CWNA, CIWP, CIWSA, SCP
- Windows and Oracle

Green Computing

CDCO proactively seeks solutions that will reduce electricity consumption.

One way we do this is through our implementation of virtualized servers, which translates to fewer physical servers, thus reducing energy consumption and heat load.

Contact us at www.CDCO.va.gov